

Message to Our Community

2011 has marked 40 years of service to our community. LifeStream is proud of this milestone and the continuous record of service that it represents. Our vision has been guided by our mission to Bring Hope to Life by providing the best possible and most effective services to the individuals we serve.



Jonathan M. Cherry
President/CEO

As we celebrate the past and look to a future filled with possibilities, that vision continues to be our guiding light. As we move forward, we build on our foundation of compassionate care with dedication, responsibility and innovation.

We are proud of our accomplishments this last year. From our successful reaccreditation by CARF to our expansion of service availability through new funding from Federal, State and local organizations. Our dedicated staff have continued to apply their incredible array of talents, resulting in LifeStream's continued success. Many of our wonderful achievements are documented in the FY 2011 Accomplishments section in this annual report.

We will continue to pursue partnerships with other organizations in our communities. These relationships enable us to help our consumers navigate an increasingly complex healthcare system and they help our agency to remain abreast of innovations and meet the challenges that impact

our mission. Through these public and private sector partnerships, we will grow our services and strengthen our position within the community.

Over the past 40 years, hundreds of thousands of individuals in Lake and Sumter Counties have turned to LifeStream for help. They look to us with faces filled with hope and dreams for a better life. They are the faces of our past, they are the faces of our present, and they are our future.

As we look forward, we are thankful for those who support us - our staff, Board, volunteers and community partners. We pledge to continue to provide the highest quality services to those in need. The reality is that "mental health" significantly affects all aspects of each of our lives and it will take the support of our community to make a difference in the well-being of the citizens of Lake, Orange and Sumter Counties.

Thank you for your valuable guidance and gracious support. May God bless each of you and those you treasure.

Jonathan M. Cherry
President/CEO

Executive Management Team

Jonathan M. Cherry
President/CEO

Howard Wiener
Senior Vice President

Rick Hankey
Senior Vice President

Thomas J. Valente, M.D.
Medical Director

Jill Baird
Senior Vice President

Sherry Olszanski
Vice President

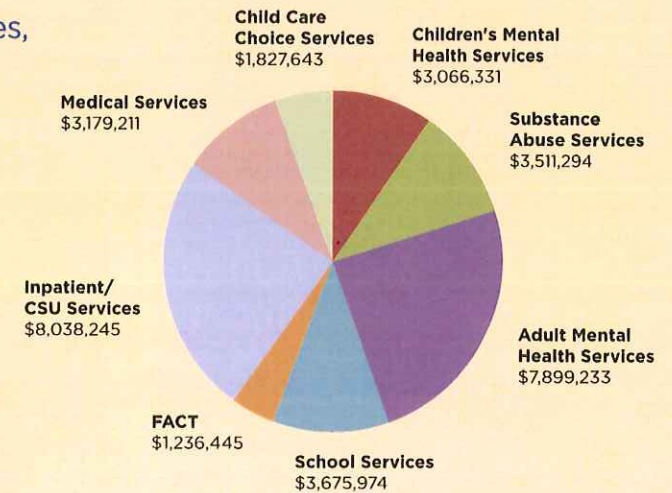
Agency Fiscal and Service Information

LifeStream Behavioral Center Services,
Clients and Expenditures

Total Expenditures: \$32,484,376
Individuals Served: 26,026

Balance Sheet

Assets	
2009-10	2010-11
\$28,764,202	\$28,828,081
Liabilities	
2009-10	2010-11
\$14,369,914	\$12,955,221
Net Assets	
2009-10	2010-11
\$14,394,288	\$15,872,860



Program Utilization Fiscal Year Ended June 30, 2011

Programs	Clients	Visits	Programs	Clients	Visits
Mental Health			Outpatient		
Adult	12,336	167,129	School Based Programs	368	31,212
Child	4,312	70,928	Adult Day Treatment	266	46,197
Substance Abuse			Case Management	971	27,511
Adult	4,567	45,770	Child Care Choice Services -		
Child	472	13,573	School Readiness	2217	6,514
Social Services			VPK Fall Enrollments	2,034	non-visit
School Readiness	2,217	6,514	VPK Summer Enrollments	88	non-visit
VPK Fall Enrollment	2,034	non-visit	All Other Outpatient		
VPK Summer Enrollment	88	non-visit	Access	3,735	5,544
Total By Programs	26,026	303,914	TBOS	847	15,037
Services			TASC Adult	1,651	10,092
Inpatient Services			TASC Children	22	68
Psychiatric Hospital	1,801	10,578	Adult Outpatient	893	6,878
Detox	715	3,418	Child Outpatient	604	6,834
CSU & CCSU	999	4,252	Adult Outpatient - Sub. Abuse	980	13,286
Residential			Child Outpatient - Sub. Abuse	139	1,141
Adult Choice	90	5,387	Intensive Outpatient - Sub. Abuse	118	1,449
Geriatric-GRTS East & West	38	9,228	Med Clinic - Adult	5,437	32,677
Phoenix House- North & South	28	5,948	Med Clinic - Child	1,170	5,923
Our Turning Point Ranch	16	2,335	Med Clinic - Substance Abuse	122	331
Safe Haven	10	1,632	FACT	115	28,436
Lake Region Homes	11	3,634	Prevention	non-clients	742
			Potentials	182	5,560
			Supported Housing	45	2,154
			Comprehensive Assessments	105	105
			Therapeutic Group	16	2,280
			Youth & Family Recovery Program	130	6,804
			CRT	45	364
			IBP	18	363
			Total By Services	26,026	303,914

LifeStream

WHERE HOPE COMES TO LIFE

CELEBRATING 40 YEARS OF SERVICE

Board of Directors

Timothy Morris
Chair

Dr. Charles Mojock
Vice Chair

Michael Sleaford
Treasurer

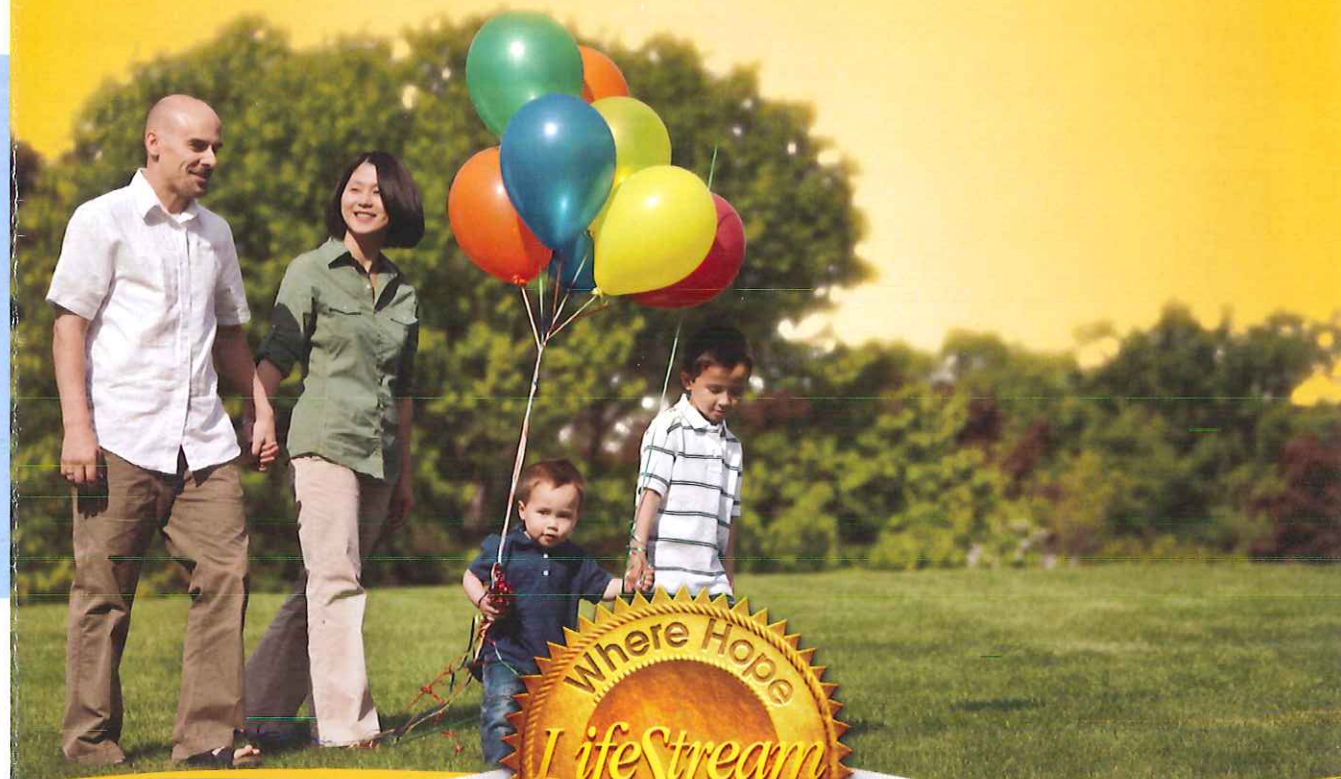
Susan Sullivan
Secretary

Rev. Dr. Terry W. Jackson
Past Chair & Chair Emeritus

Jonathan Cherry
President/CEO

Claire Hedgcock
Dr. Rufus Holloway
Marion J. McNair
Joe Sellers
Jessie Smith
Joan Voorhees
Lee C. Strawhun
Dr. Cecelia H. Rivers
Richard Hoag

Funding provided by the State of Florida, Department of Children and Families, Agency for Health Care Administration, Homeless Services Network of Central Florida, United Way of Lake and Sumter Counties, Lake County Children's Services Council, Lake and Sumter Counties, municipalities, public and private foundations, client fees and donations.



LifeStream
Where Hope Comes to Life

352-315-7500 | www.lsbc.net

ANNUAL COMMUNITY REPORT

FISCAL YEAR ENDED JUNE 30, 2011

FY 2011 Accomplishments

Awarded three (3) year re-accreditation for all programs by the Commission on Accreditation of Rehabilitation Facilities (CARF).

Funded by the Substance Abuse and Mental Health Services Administration (SAMHSA) to provide primary care health services to individuals we serve who do not have a medical home. Implemented our Wellness Integration Network (WIN) in early 2011.

Expanded our electronic medical record system by implementing the electronic billing of services to all payers in one integrated system.

Re-implemented the provision of inpatient and outpatient clinical trials at our Tally Road facility in Leesburg. These services were the result of new partnerships with national pharmaceutical companies, The National Council and local pharmaceutical trials entities.

Substantially completed renovations to Anthony House to create a forty-two (42) bed homeless shelter for families and individuals which will serve Orange, Lake and Seminole counties.

Implemented Trauma Informed Care initiative with the Department of Children and Families (DCF) which culminated in a Circuit 5 conference which focused on best practices and future direction for the initiative.

Expanded continuum of services by adding capacity to provide Case Management, Children's Community-Based and Supervised Housing services.

Acquired two new residential facilities for disabled adults in partnership with Lake County through the Neighborhood Stabilization Program (NSP).

Awarded a State Reinvestment Grant to coordinate and provide behavioral health services to individuals involved in the criminal justice system in Lake County.

Continued to work with Federally Qualified Health Center (FQHC) to integrate behavioral health services in their primary care clinics in Lake and Sumter counties.

Successfully presented the need for expanded children's outpatient services to the United Way. Funding provided in the amount of \$20,000.

Completed and passed our Medicare/AHCA Hospital Review, which is required by Medicare regulations at least once every ten (10) years.

Analyzed requirements for assuring maximization of future revenue under Federal Meaningful Use Incentive program in relation to use of electronic medical records and associated prescribing practices.

Worked with our mental health and substance abuse trade associations to educate the State Legislature regarding the ramifications of decreased funding, resulting in no reductions in contractual allocations during the 2011 Legislative Session.

Began planning with other behavioral health providers in North Central Florida to respond to DCF request for proposals to implement a Managing Entity to contract with the State, in lieu of the State contracting directly with providers.

Expanded LSBC intranet to include: Centerwide Policy & Procedure Manuals; Employee Health site; HR Employee Evaluations and Training Requests; QI Emergency Management procedures and forms; QI Auditing Functions; On Call Calendar; a TIER site and Help Desk requests.

Contracted with Genoa Pharmacy Services to provide a community pharmacy at our outpatient location in Leesburg.

Expanded our "Staying Healthy in Mind and Body" health expo at The Villages with over fifty (50) health and wellness practitioners/vendors participating.

LifeStream Behavioral Center Foundation

On behalf of the LifeStream Foundation Board, we thank the many individuals, companies and foundations that have supported our mission throughout 2011. We were honored to celebrate the 40th year of service in Lake and Sumter counties by serving over 26,000 residents.



Robert Thompson
President of
LifeStream
Foundation

We are proud of our many successes and new additions in 2011. Even through difficult economic times, we expanded services with the new Anthony House Homeless facility in Zellwood, which is set to open in 2012. The new facility will provide needed services to homeless families, women and children by offering housing and support services.

Our Foundation was hard at work as well. We presented the new "We Support LifeStream" campaign at our annual Monster Mash Gala in October. Our board was excited to have numerous community leaders that have joined with us to show how important supporting LifeStream is to our region.

As we look at the upcoming year we are filled with optimism. As LifeStream has continued to grow we are able to serve more and more of our neighbors, friends and families at a time when those services are so needed.

Foundation Board of Directors

Robert Thompson President
Kress Muenzmay Vice President

Kendra Akers Secretary
Kim Ducharme Treasurer

Jonathan Cherry President/ CEO
Sherry Olszanski Executive Director

Frank Pelot
Claire Hedgcock
Terri Fechtel
Theresa Morris
Sharron Semento
Lauren Sweeny
John Campanelli
Mary Ann Wettstein

Dale Austin
Jennifer Boliek
Linda Marsh
Suzanne H. Hardaway
Debbie Stivender
Jo Ann Forman
Mike Sweeny
Leah Norris



Healthy Mind and Body Expo - The Villages



Hot Jazz Event - Bella Collina

Lake, Orange and Sumter Facilities

24 hour Access Center
866-355-9394 or 352-315-7800

Administration Building - 515 W. Main Street - Leesburg
Administration Services - 352-315-7500

LAKE Academy - 2020 Tally Rd - Leesburg
352-315-7890

SURF-Strong United Resilient Families
2020 Tally Rd - Leesburg
352-315-7821

Psychiatric Hospital - 2020 Tally Rd - Leesburg
352-315-7800

Children's Crisis Stabilization Unit
Adult Crisis Stabilization Unit
Adult Detoxification Unit
Adult Psychiatric Care
LifeStyles in Transition (senior's unit)

Our Turning Point Ranch - Umatilla - 352-771-8996
Girls Therapeutic Residential Group Home

Lake Region Homes - Leesburg - 352-360-6622
Adult Supervised Apartments

Safe Haven - Grove St. - Eustis - 352-357-4619
Adult Permanent Housing

404 Webster Street - Leesburg
GRTS-Geriatric Residential Treatment Services
352-360-6506
AIMS-Achieving Independence Mastering Skills Program
352-360-6625

410 E. Belt Ave. - Bushnell - 352-569-1201
AIMS-Achieving Independence Mastering Skills Program

201 Magnolia Ave - Eustis - 352-357-1550
Eustis Outpatient
CCOS - Children's Clinical Program
Crossroads II Outpatient

Anthony House - 6215 Holly St., Zellwood - 352-383-9242

215 N. Third 3rd Street - Leesburg
FACT Team
352-360-6640
Leesburg Outpatient - 352-315-7900
Potentials - 352-315-7900
YA FR- Youth and Family Recovery - 352-315-7900

655 Hwy 50 Suite 104 - Clermont - 352-394-5922
South Lake (Clermont) Outpatient Facility

Phoenix House - 411 US Hwy 301 - Sumterville FL
352-793-7002
Adult Residential North
Adult Residential South

119 N. Market St - Bushnell, FL - 352-793-4126
Bushnell (Sumter County) Outpatient Facility

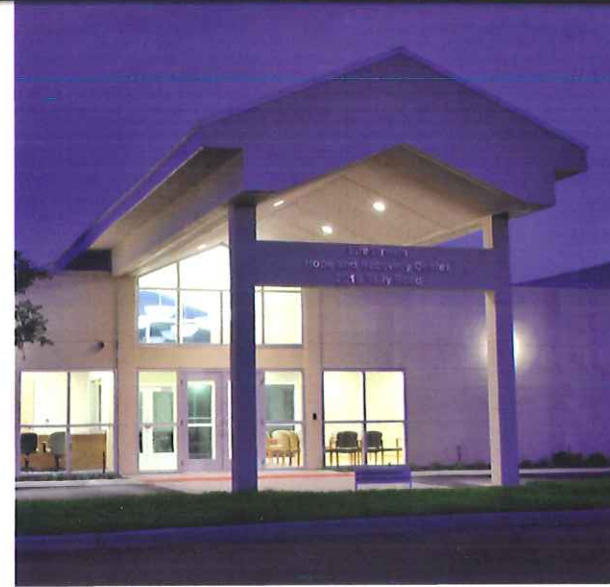
Hope & Recovery Center - 2018 Tally Rd - Leesburg
Adult Choice (substance abuse residential)
352-315-7470
Detox Unit - 352-315-7470
TASC (Treatment Alternatives for Safer Communities)
352-315-7400
Juvenile TASC - 352-315-7400
Crossroads II - 352-315-7400
GRTS - Geriatric Residential Treatment / Residential
352-315-7460
Adult Case Management - 352-315-7420
Children Case Management - 352-315-7420
IOP (Intensive Outpatient Program) - 352-315-7401
Turn About Program - 352-315-7400
Prevention - 352-315-7400

LAKE Academy - 301 W. Idlewild Ave - Eustis
352-483-1652

1017 West Dixie - Leesburg - 352-315-3923
Aims Program

Colony Counseling & Enrichment Center - 352-259-5762
340 Heald Way., Ste 208
The Villages, FL

Forensic Community Services - 352-343-0752
1970 S.R. 19, Tavares



Mission Statement

To Bring Hope to Life by Empowering Individuals and Families in the Communities We Serve to Achieve Recovery and Resiliency.

Our Vision

"LifeStream Behavioral Center, Inc. will enjoy a reputation for high quality, responsive and beneficial services to children, adults and the elderly who express satisfaction in the services we provide. Our community-based organization will sustain a balanced continuum of behavioral health care and social services while demonstrating measurable outcomes. We will operate in a financially secure manner in accordance with resources provided by our community stakeholders. A competent, stable and committed staff will be proud of their associations with LifeStream and will perceive they are valued members of our organization. LifeStream representatives will be respected and contributing participants in making the communities we serve a better place to live."

Our Values

We believe in human dignity and worth. Therefore, our living values are...

- Respect
- Honesty
- Competence
- Fairness
- Empathy
- Communication
- Integrity

Management Council

Kevin Bowers
Rehabilitative
Services Director

Ben Hargrove
Director of HR

Tim Camp
QI / Risk
Management Director

Chad Heim
MIS Director

Rudy Rolle
LAKE Academy
Administrator

Steve Dolliver
Director of Social
Services

Carol Dozier
Chief Financial
Officer

Karen Rogers
Substance Abuse &
Outpatient Services
Director

Tom Floyd
Director of
Building Services

B.E. Thompson
Director of
Development

Linda Giacomi
Director of Nursing

Susan Gregory
HIM Director

Medical Staff

Thomas J. Valente, M.D.
(Medical Director)

Merra Goyal, M.D.
Scott Hoffer, M.D.

Brad Broyles, M.D.
Carol Coutts, M.D.
Devyani Desai, M.D.
Alfred Dopico, M.D.

Jorge Salazar, M.D.
Eugene Silverstein, M.D.
Edgar Walker, M.D.
William Whitman, M.D.

Praxides Mbakaya, ARNP
Kathy Jones-Shupe, ARNP

Margaret Yearwood, PA
Harriet Smith McKinney, PA